

Transportation Provider Survey
April 11th, 2008
DRAFT

Name of Public Transportation Provider_____

Contact at Public Transportation Provider_____

Date of Survey_____

1) Are you aware of the new customer comment process guidelines legally required of all applicants receiving state special needs/ paratransit funds? (RCW 47.06B)

☐Yes ☐No

2) Do you have an existing customer comment/complaint policy?

☐Yes ☐No

Is your existing policy:

Written ☐

Adopted by the Board ☐

Available to the Public☐

All of the Above☐

3) Has your agency changed the policy to meet the new comment process guidelines?

☐Yes ☐No

What has changed about your policy? _____

4) Do you track how many complaints your agency receives?

☐Yes ☐No

If so, how many complaints does your agency receive on average a month?_____

How many are comments/complaints are special needs related_____

5) Does your agency have criteria for determining which comments are responded to?

☐Yes ☐No

If yes what is that criteria: _____

6) When an individual files a complaint, do you ask if they would like a response?

☐All Cases ☐Special Needs Cases ☐No ☐Other

7) Does your comment process outline for the passenger a specific amount of time by which they can expect a response?

☐Yes ☐No

What is that response time: _____?

8) Does your comment process provide options for what a rider can do if they are dissatisfied with the response they get?

☐Yes ☐No

9) Do you survey/poll riders regarding: Satisfaction with service? ☐

Satisfaction with complaint process☐

If they feel safe making complaints☐

All of the above☐

Suggestions for better improvement☐

10) Do you have a method of incorporating positive feedback into your organization?

☐Yes ☐No

11) How can riders contact you to make a comment or complaint about their travel experience?

- ☐ By Mail
- ☐ By Email
- ☐ By Phone
- ☐ By Fax
- ☐ On the Web---- How many clicks off the main page? _____
- ☐ By TTY

12) Where can riders get a customer comment card (Check all that apply)?

- ☐ On Vehicles
- ☐ At Stations
- ☐ At the Main Office
- ☐ Other _____
- ☐ All of the above

13) Have changes been made to the policies, procedures, or structure of your transit system based on comments you have received from riders since the establishment of the customer comment process?

- ☐ Yes ☐ No

If so how many _____

Examples and anecdotes _____

14) Has your agency done any promotion of the comment process to non-English Speaking Communities? If yes to whom: _____?

- ☐ Yes ☐ No

15) Did you collaborate with any organizations in the community in creating the most recent revision of your customer comment process? If yes, with whom did you collaborate: _____?

- ☐ Yes ☐ No

16) How do you investigate retaliation against individuals who file a complaint?

17) Have you created an outreach strategy to promote your customer guidelines to the public?

☐ Yes

☐ No

18) How has your transit agency promoted the customer comment policy to the community? (Check all that apply)

☐ Community presentations

☐ Information on the Internet

☐ Comment Cards

☐ Promotion at the station

☐ Signs on the bus

☐ Information in bus schedules

☐ Newspapers/media

☐ Other